

PRO14-003USCA

August 28, 2014

MC: A1, A4, F1, F2, F3, F7,
F9, M1, M2, M3, M6

Safety Recall Notice

To: Valued Customers

Subject: NHTSA Recall #14E-046 of SKF 28554 and SKF 28555 wheel seal; SKF recall # PRO14-003USCA

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. SKF has determined that a defect which relates to motor vehicle safety exists in SKF part numbers 28554 and 28555 manufactured by its Elgin, Illinois and Guadalajara, Mexico plants, for aftermarket service use. SKF is recalling these specific parts.

Identification of the part covered by this Recall

This recall includes SKF part numbers 28554 and 28555 that are identified by the date codes on the part number label. On part number 28554, date codes 203K through 228K (i.e. 203K, 204K, ... 227K, 228K). On part number 28555, all date code ranges are involved. **Only parts with one of these date codes are covered by this campaign.** The date code is printed on the part number label which is affixed to the product packaging. The location of the part number and date code are illustrated below:



This part number is a rear wheel hub seal that fits on a 1999-2010 2WD Chevrolet and GMC ½ ton, ¾ ton, 1 ton full size vans with full floating rear end, 10.5" & 11.5" ring gear, 2WD Chevrolet and GMC ½ ton, ¾ ton, 1 ton pickup trucks with full floating rear end, 10.5" & 11.5" ring gear, and 2WD Chevrolet and GMC ½ ton, ¾ ton, 1 ton SUV with full floating rear end, 10.5" & 11.5" ring gear.

Description of the Defect

The defect in the wheel seal consists of the inside diameter of the seal being larger

than specified. This defect may cause the gear oil to leak, which could contaminate the brake friction material. If contaminated, the friction material can be compromised. In extreme cases, the differential could lose too much gear oil, which could lead to premature bearing failure.

Vehicle owner precautions

The subject wheel seals were manufactured for aftermarket use. Owners of these parts should have them removed and replaced as soon as possible.

What you should do

SKF wishes to recover as many of these parts as possible. Therefore, we respectfully request that you take the following actions:

1. Recalled parts in inventory

Our records indicate that you have purchased one or more of the subject wheel seals. Quarantine all units of the subject part numbers and return all quarantined wheel seals to SKF. Any recalled wheel seals returned to you by your customers should also be returned to SKF. A SKF Customer Service Representative will be calling you to assist in contacting your customers to help with the quarantine and return process.

Once the wheel seals are quarantined and ready for return to SKF, please contact the SKF Customer Service 28554/28555 Hotline at 800-644-8999 to get an RA number and shipping instructions. The subject recalled parts must be documented by an SKF Customer Service Representative.

The return of these parts will be at no cost to you. Upon SKF's receipt of return of these parts in accordance with its instructions, your account will be credited for the returned parts. To obtain replacements of the recalled wheel seals, you will need to re-order your required quantities from SKF. Replacement wheel seals may be in short supply. Please contact the SKF Customer Service 28554/28555 Hotline at 800-644-8999 to get the most current information on the availability of replacement wheel seals.

Parts stores who purchased these items should return them to their servicing distributor for credit.

No distributor or other seller can lawfully sell these recalled wheel seals. It is a violation of federal law to sell a recalled item of motor vehicle equipment.

2. Recalled parts in the possession of your customers and owners

Please forward copies of this notice to all of your reselling customers who have purchased the subject wheel seals from you. They will also be reimbursed by SKF for parts returned in accordance the procedures described in item # 1 above. Inquiries you receive from these customers, including their inquiries about claims procedures, should be answered by directing their attention to this notice. Further inquiries should be directed to SKF Customer Service at 800-644-8999.

We also request that you forward a copy of the attached SKF Bulletin PRO14-004, SAFETY RECALL NOTICE TO END USERS to all owners through your distribution system. It advises owners of the steps to be taken by them to have the subject wheel seals inspected and replaced (if necessary) free of charge. Alternatively, you may provide your customer contact information to SKF, and SKF will coordinate notification to these customers.

3. Instructions for Installers

If you were the installer of the recalled wheel seals, SKF will reimburse you for labor and for parts used to correct any vehicle on which the recalled wheel seal was installed. This service must be provided at no charge to the end-user/customer. For vehicles suspected of having been previously serviced by installation of the recalled wheel seal, SKF will pay for services provided by you to end-users for any inspection of their vehicle, and if the part is covered by the recall, will pay for the labor and cost of the replacement for the defective part, as well as shipping charges.

4. Labor claim procedure

In order to qualify for reimbursement by SKF, the claim must be documented using SKF form #457444 (enclosed). The claim form must then be submitted to SKF for processing according to SKF's standard warranty/labor claim procedure, which for this recall requires that the following accompany the claim in order to receive credit:

- a. A completed 28554/28555 Recall Evaluation Form (# 457444)
- b. If applicable, the recovered recalled wheel seal(s)
- c. A copy of your inspection/replacement documentation

For servicing installers, SKF will issue credit for the 28554 or 28555 wheel seal returned to SKF and the labor, at a rate of \$50.00 per Mitchell book hour. The replacement labor will be inclusive of the inspection time. For this application, the following rates will apply:

- Inspection only labor for one side or both sides is .2 hours (part no. 28554 only)
- Inspections and replacement of the seal only for one side is 1.1 hours
- Inspections and replacement of the seal only for both sides is 1.6 hours
- Inspections and replacement of the seal and E brake shoes for one side is 1.3 hours (vehicles with disc brake applications)
- Inspections and replacement of the seal and E brake shoes for both sides is 1.9 hours (vehicles with disc brake applications)
- Inspections and replacement of the seal and drum brake shoes for both sides is 3.2 hours (vehicles with drum brake applications)

Therefore, SKF will reimburse a maximum amount based on the above listed book hours and hourly rate when inspecting or replacing each subject part. Reimbursement will be paid for either an inspection only or warranty labor claim and product replacement – but not both.

If you have any questions concerning this, please call the SKF Customer Service 28554/28555 Hotline at 800-644-8999. We ask you to make every effort to process

the returns of the product in your inventory by August 29th, although this recall will remain open for returns, replacements and credit reimbursements past that date as required by federal regulations.

SKF is committed to our customer's safety and satisfaction. We apologize for the inconvenience caused by this recall and appreciate your immediate response to this matter.

Sincerely,

A handwritten signature in blue ink that reads "Don McEntee". The signature is written in a cursive style with a large initial "D" and "M".

Don McEntee
VP of Marketing

Attachments: SKF Bulletin PRO14-004USCA, SAFETY RECALL NOTICE TO END-USERS
28554/28555 Recall Evaluation Form # 457444